CLAIMS:

We claim:

1. A service level agreement (SLA) breach value estimator comprising:

a communicative coupling to data produced for at least one resource; and,

a further communicative coupling to a user interface through which an SLA breach value estimate is proposed; and,

at least one SLA breach value estimation process selected from the group consisting of an aggregated process, a specific customer process, a customer resource subset process, and a predictive process.

2. The SLA breach value estimator wherein the estimator is disposed within an SLA builder.

3. The SLA breach value estimator, further comprising a graphical user interface configured to render a chart of resource data over time derived from said produced data along with an indication of a current SLA breach value setting and a proposed SLA breach value setting.

4. The SLA breach value estimator of claim 3, wherein said proposed SLA breach value setting comprises a programmatic configuration for being graphically modified to establish a new SLA breach value setting.

5. The SLA breach value estimator of claim 1, further comprising:

a compliance process disposed within said SLA breach value estimation process, said compliance process comprising logic for proposing an SLA breach value estimate computed to render probable SLA compliance for a percentage of time equivalent to a specified compliance value; and,

a compliance interface through which said compliance value can be specified.

6. A method for estimating a service level agreement (SLA) breach value, the method comprising the steps of:

processing resource data to identify an acceptable SLA breach value; and,

displaying said acceptable SLA breach value through a user interface.

7. The method of claim 6, wherein said processing step comprises the step of identifying a best practices SLA breach value based upon resource data for an aggregation of customers.

8. The method of claim 6, wherein said processing step comprises the step of identifying an average SLA breach value for a specific customer.

9. The method of claim 8, wherein said identifying step comprises the step of identifying an average SLA breach value for a specific customer for a specific resource.

10. The method of claim 6, wherein said processing step comprises the steps of:

identifying an SLA breach value trend based upon past measured performance data; and,

predicting a future SLA breach value based upon said trend.

11. The method of claim 6, wherein said processing step further comprises the step of increasing said acceptable SLA breach value by a fixed proportion.

12. The method of claim 6, further comprising the steps of:

rendering a chart of said resource data against a period of time in a graphical user interface; and,

overlaying an indicator both of a current SLA breach value and a proposed SLA breach value about said rendered chart.

13. The method of claim 12, further comprising the steps of:

permitting the graphical manipulation of said indicator of said proposed SLA breach value; and,

establishing an SLA breach value based upon said graphical manipulation.

14. The method of claim 6, further comprising the steps of:

establishing a compliance percentage; and,

computing said acceptable SLA breach value so that SLA compliance is probable for a percentage of time equivalent to said compliance percentage.

15. A machine readable storage having stored thereon a computer program for estimating a service level agreement (SLA) breach value, the computer program comprising a routine set of instructions for causing the machine to perform the steps of:

processing resource data to identify an acceptable SLA breach value; and,

displaying said acceptable SLA breach value through a user interface.

16. The machine readable storage of claim 15, wherein said processing step comprises the step of identifying a best practices SLA breach value based upon resource data for an aggregation of customers.

17. The machine readable storage of claim 15, wherein said processing step comprises the step of identifying an average SLA breach value for a specific customer.

18. The machine readable storage of claim 17, wherein said identifying step comprises the step of identifying an average SLA breach value for a specific customer for a specific resource.

19. The machine readable storage of claim 15, wherein said processing step comprises the steps of:

identifying an SLA breach value trend based upon past measured performance data; and,

predicting a future SLA breach value based upon said trend.

20. The machine readable storage of claim 15, wherein said processing step further comprises the step of increasing said acceptable SLA breach value by a fixed proportion.

21. The machine readable storage of claim 15, further comprising the steps of:

rendering a chart of said resource data against a period of time in a graphical user interface; and,

overlaying an indicator both of a current SLA breach value and a proposed SLA breach value about said rendered chart.

22. The machine readable storage of claim 21, further comprising the steps of:

permitting the graphical manipulation of said indicator of said proposed SLA breach value; and,

establishing an SLA breach value based upon said graphical manipulation.

23. The machine readable storage of claim 15, further comprising the steps of:

establishing a compliance percentage; and,

computing said acceptable SLA breach value so that SLA compliance is probable for a percentage of time equivalent to said compliance percentage.